

AGENDA

ASSEMBLY BUDGET SUBCOMMITTEE NO. 1 ON HEALTH AND HUMAN SERVICES

ASSEMBLYMEMBER DR. JOAQUIN ARAMBULA, CHAIR

WEDNESDAY, MAY 4, 2022

1:30 P.M. – STATE CAPITOL, ROOM 444

We encourage the public to provide written testimony before the hearing. Please send your written testimony to: BudgetSub1@asm.ca.gov. Please note that any written testimony submitted to the committee is considered public comment and may be read into the record or reprinted. All are encouraged to watch the hearing from its live stream on the Assembly's website at: <https://assembly.ca.gov/todaysevents>.

The Capitol will be open for attendance of this hearing. Any member of the public attending a hearing in the Capitol is strongly encouraged to wear a mask at all times while in the building.

*A moderated telephone line will be available to assist with public participation. After all witnesses on all panels and issues have concluded, and after the conclusion of member questions, the public may provide public comment by calling the following toll-free number:
1-877-692-8957 / Access Code: 131 54 44.*

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LIST OF PANELISTS IN ORDER OF PRESENTATION

All panelists are asked to please be succinct and brief in their presentations (3-5 minutes is suggested, with five minutes as a firm maximum) in order to facilitate the flow of the hearing. Thank you.

0530 CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY (CALHHS)

APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR CALHHS

Issue 1: Equity Implementation (April BCP)

- Marcela Ruiz, Director of the Office of Equity, California Department of Social Services (WebEx)
- Nina Hoang, Finance Budget Analyst, Department of Finance (WebEx)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

Issue 2: Office of Resilience and Response (April BCP)

- Liz Basnett, Chief Resilience Officer, California Health and Human Services and Acting Director, State of California-Emergency Medical Services Authority (WebEx)
- Nina Hoang, Finance Budget Analyst, Department of Finance (WebEx)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

Issue 3: Office of the Agency Information Officer and Office of Systems Integration – Enterprise Capabilities (April BCP)

- Adam Dondro, Deputy Secretary and Agency Chief Information Officer, California Health and Human Services Agency (WebEx)
- Deanne Wertin, Deputy Agency Information Officer, California Health and Human Services Agency (WebEx)
- Nina Hoang, Finance Budget Analyst, Department of Finance (WebEx)
- Brian Metzker, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

4300 DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR DDS

Issue 4: Division of Community Assistance and Resolution (April BCP with TBL)

- Nancy Bargmann, Director, Department of Developmental Services (in person)
- Pete Cervinka, Chief Deputy Director of Data Analytics and Strategy, Department of Developmental Services (in person)
- Christopher Odneal, Finance Budget Analyst, Department of Finance (in person)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

Issue 5: Research and Data Enhancements (April BCP with TBL)

- Carla Castañeda, Chief Deputy Director of Operations, Department of Developmental Services (in person)
- Pete Cervinka, Chief Deputy Director of Data Analytics and Strategy, Department of Developmental Services (in person)
- Dr. Vicky Lovell, Chief, Audits and Research, Department of Developmental Services (WebEx)
- Christopher Odneal, Finance Budget Analyst, Department of Finance (in person)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

5160 DEPARTMENT OF REHABILITATION (DOR)**APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR DOR****Issue 6: Disability Innovation Fund – Pathways to Success Program (April BCP)**

- Joe Xavier, Director, Department of Rehabilitation (WebEx)
- Trung Le, Assistant Deputy Director for Vocational Rehabilitation Employment Division, Department of Rehabilitation (WebEx)
- Jaleel Baker, Finance Budget Analyst, Department of Finance (WebEx)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

Issue 7: Opioid Settlements Fund – Integrating Employment in Recovery Program (April BCP)

- Joe Xavier, Director, Department of Rehabilitation (WebEx)
- Mark Erlichman, Deputy Director for Vocational Rehabilitation Employment Division, Department of Rehabilitation (WebEx)
- Jaleel Baker, Finance Budget Analyst, Department of Finance (WebEx)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

5180 DEPARTMENT OF SOCIAL SERVICES (DSS)**APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR DSS****Issue 8: Electronic Benefits Transfer (EBT) Fraud and Theft Prevention (April BCP)**

- Ryan Gillette, Research, Automation, and Data Division Chief Data Strategist, California Department of Social Services (WebEx)
- Jenean Docter, Finance Budget Analyst, Department of Finance (WebEx)
- Ryan Anderson, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

Issue 9: Strengthening Emergency Capacity and Capabilities (April BCP)

- JR Antablian, Disaster Services Branch Chief, California Department of Social Services (WebEx)
- Jenean Docter, Finance Budget Analyst, Department of Finance (WebEx)
- Ryan Anderson, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

Issue 10: Child and Family Services Acute Review and Response (April BCP)

- Angie Schwartz, Children and Family Services Division Deputy Director, California Department of Social Services (WebEx)
- Justin Freitas, Principal Program Budget Analyst, Department of Finance (WebEx)
- Ryan Anderson, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

Issue 11: Home Care Fund Loan Forgiveness

- Kevin Gaines, Community Care Licensing Division Deputy Director, California Department of Social Services (WebEx)
- Hinnaneh Qazi, Principal Program Budget Analyst, Department of Finance (WebEx)
- Jacqueline Barocio, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

There are no panels for the Non-Discussion Items in this agenda.

Public Comment will be taken after the completion of all panels and any discussion from the Members of the Subcommittee.

ITEMS TO BE HEARD

0530 CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY (CALHHS)

APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR CALHHS

ISSUE 1: EQUITY IMPLEMENTATION (APRIL BCP)

PANEL

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Marcela Ruiz, Director of the Office of Equity, California Department of Social Services (WebEx)
- Nina Hoang, Finance Budget Analyst, Department of Finance (WebEx)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

CalHHS requests General Fund expenditure authority of \$500,000 in 2022-23. If approved, these resources would allow CalHHS to coordinate and support the development of an Equity Strategic Plan to reduce health inequities and disparities in CalHHS programs.

Background. The 2021 Budget Act included positions and resources for several CalHHS initiatives to improve health equity among its departments and offices. These initiatives included the following:

- Equity Dashboard. The Legislature authorized three positions and General Fund expenditure authority of \$3.2 million in 2021-22 and \$1.1 million annually thereafter for CalHHS; and five positions and expenditure authority of \$967,000 (\$484,000 General Fund and \$483,000 federal funds) in 2021-22 and \$922,000 (\$461,000 General Fund and \$461,000 federal funds) annually thereafter for DHCS, to develop and release an equity dashboard to better understand disparities among programs and services in health and human services departments and entities. The dashboard will be part of CalHHS's Open Data Portal and will identify data gaps by race, ethnicity, sexual orientation, and gender identity.
- Language Access. The Legislature authorized General Fund expenditure authority of \$307,000 in 2021-22 and 2022-23 to develop and implement an agency-wide language access policy and protocol framework that considers legal compliance; operational aspects of translation and interpretation; bilingual staff testing, classification, and related human resources requirements; and engagement with community stakeholders and partners. In addition, the Legislature authorized General Fund expenditure authority of

\$20 million, available until June 30, 2024, for activities to improve and deliver language access services in health and human services program, consistent with the language access framework.

- Post-COVID-19 Equity Analysis. The Legislature authorized one position and General Fund expenditure authority of \$1.7 million in 2021-22 and \$154,000 annually thereafter to conduct a retrospective analysis of the intersection of the COVID-19 pandemic and health disparities and inequities.
- Workforce Equity Training. The Legislature authorized General Fund expenditure authority of \$2.5million in 2021-22 and 2022-23 to expand training opportunities in health and human services departments and other entities to identify and eliminate barriers to an inclusive, just and sustainable society. Staff will receive racial equity training to ensure state programs and services are respectful and mindful of the communities being served.

CalHHS also reports having implemented the following Administration initiatives to support equity:

- Chief Equity Officers. CalHHS has identified a Chief Equity Officer for each of its twelve departments and five offices.
- JEDI Subcommittee. CalHHS has established a Justice, Equity, Diversity, and Inclusion (JEDI) subcommittee within its Interdepartmental Advisory Council.
- Agency Chief Equity Officer. CalHHS is in the process of hiring an Agency Chief Equity Officer, to work across departments to organize, implement, and galvanize an aggressive equity agenda.
- Departmental Efforts. Various CalHHS departments have implemented equity initiatives, including: 1) a Quality and Population Health Management program at DHCS; 2) an internal Equity Framework and Action Plan at the Department of Social Services (DSS); 3) adding an Advancing Community Equity Branch to the Office of Health Equity at the Department of Public Health (DPH); 4) equity-centered reporting on adverse childhood experiences at the Office of Surgeon General; and 5) an Equity in Aging Advisory Committee established at the Department of Aging (CDA).

According to CalHHS, a survey of departmental Chief Equity Officers by the co-chairs of the JEDI subcommittee revealed a need for an Agency-wide strategic planning process around equity to develop common definitions and understanding, as well as strategic goals and objectives. While CalHHS and departmental leaders have shared perspectives and equity priorities via informal interviews, CalHHS reports these exploratory efforts demonstrated a need for contract resources to support the formal development of a CalHHS Equity Strategic Plan. This plan would help catalyze and align the CalHHS equity agenda.

Resource Request. CalHHS requests General Fund expenditure authority of \$500,000 in 2022-23 to coordinate and support the development of a CalHHS Equity Strategic Plan to reduce health inequities and disparities in CalHHS programs. Specifically, these resources would support a contractor that would coordinate a stakeholder-driven, strategic planning process to develop a common understanding of barriers to equity across CalHHS departments and offices. This planning process would last two years and would result in a CalHHS Equity Strategic Plan with documented strategic goals and objectives, and an organizational commitment to equity in policies, programs, and procedures.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The Subcommittee may consider asking the panel the following questions:

- Will the CalHHS Equity Strategic Plan focus on major programs in CalHHS where we see disparities playing out prominently today, either in caseload (e.g. CalWORKs and CalFresh) and in data on health conditions (e.g. Medi-Cal and In-Home Supportive Services)?
- How will the CalHHS Equity Strategic Plan ensure that Human Services programs receive equal attention to programs in the Health area, particularly given the cross-program reach into vulnerable populations across the state?
- What urban/rural and coastal/inland kinds of demographic emphasis will the CalHHS Equity Strategic Plan underscore and guide?
- Will the creation of a CalHHS Equity Strategic Plan delay near-term work that could be done to reduce disparities that we know exist? If not, how will CalHHS ensure this?

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

ISSUE 2: OFFICE OF RESILIENCE AND RESPONSE (APRIL BCP)**PANEL**

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Liz Basnett, Chief Resilience Officer, California Health and Human Services and Acting Director, State of California-Emergency Medical Services Authority (WebEx)
- Nina Hoang, Finance Budget Analyst, Department of Finance (WebEx)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

CalHHS requests nine positions and General Fund expenditure authority of \$2.6 million in 2022-23, 2023-24, and 2024-25. If approved, these positions and resources would allow CalHHS to establish an Office of Resilience and Response to coordinate emergency management and natural disaster resilience functions across CalHHS departments and offices.

Background. According to CalHHS, its twelve departments and five offices have increasingly been called upon to respond to increased incidence of various disasters in California. A continuous disaster cycle has increased the level of complexity and responsibility for departments and offices to manage disaster response, recovery, and mitigation operations, often for multiple disasters or other emergencies simultaneously. CalHHS departments and offices coordinate with other state and local entities on sheltering, mass care, and delivery of health care services and other public benefits.

CalHHS believes the crosscutting coordination needed between its departments and offices is best served at the Agency level. An Agency-level approach would break down silos and ensure state departments and offices are serving the whole needs of people, which is especially important during a disaster and the subsequent recovery.

Staffing and Resource Request. CalHHS requests nine positions and General Fund expenditure authority of \$2.6 million in 2022-23, 2023-24, and 2024-25 to establish an Office of Resilience and Response, which would coordinate emergency management and natural disaster resilience functions across CalHHS departments and offices. The office would be staffed with the following positions: 1) one Career Executive Appointment (CEA); 2) two Staff Services Manager III positions; 3) three Staff Services Manager II positions; 4) two Staff Services Manager I positions; and 5) one Information Technology Specialist II position.

According to CalHHS, the five objectives of the office and the timing of implementation of its objectives are as follows:

- Preparedness. Within 120 days of establishing the office, staff would perform a threat and risk assessment for each department and office, by hazard. Within 240 days, staff would understand each department's and office's capacity to respond to each hazard in a comprehensive, time effective manner. Within one year, staff would create inter-departmental training, exercising, and continuity programs.
- Response. Within six months of establishing the office, staff would provide a coordinated, interdepartmental response framework to lead departments and offices through multiple, simultaneous, and complex events. Within one year, staff would create interdepartmental processes to codify operations for all hazards and events. Staff would also continue to support maintenance and enhancements of the CalHHS All Hazards Dashboard, which quickly identifies the impacts of emergency and hazardous events on communities by establishing a single reference point for situational awareness and cross-departmental coordination.
- Recovery. The office would also aggressively seek federal programmatic and financial resources made available to states and communities for recovery. Within six months of establishing the office, staff would perform a comprehensive review of cost recovery procedures, efficiencies and inefficiencies by department and office. Within one year, staff would understand capacity gaps for creating an efficient interdepartmental cost recovery model. On an ongoing basis, staff would manage interdepartmental fiscal and programmatic recovery after each disaster or emergency.
- Mitigation/Resilience. Within one year of establishing the office, staff would create an interdepartmental mitigation program to ensure all departments and offices are hardening infrastructure and programs through one-year, five-year, and ten-year objectives for resilience.
- Special Projects. Within six months of establishing the office, staff would develop a CalHHS Continuity Plan. Within one year, staff would develop an Agency-wide Climate Change and Health Action Plan. Staff would undertake new special projects as needed, based on changing disaster profiles and changes to CalHHS programs.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The Subcommittee may consider asking the panel the following questions:

- Why is this new Office of Resilience and Response only being proposed to be funded for a three-year period?
- How will the new office measure outcomes and positive impact?

- Can trailer bill language that clearly delineates the mission, definitions, major functions, and outcomes reporting for this new office be drafted to align with this resource request for consideration by the Legislature?

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision, with a request to the Administration to provide proposed trailer bill language on the new office for consideration by the Legislature.

ISSUE 3: OFFICE OF THE AGENCY INFORMATION OFFICER AND OFFICE OF SYSTEMS INTEGRATION – ENTERPRISE CAPABILITIES (APRIL BCP)**PANEL**

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Adam Dondro, Deputy Secretary and Agency Chief Information Officer, California Health and Human Services Agency (WebEx)
- Deanne Wertin, Deputy Agency Information Officer, California Health and Human Services Agency (WebEx)
- Nina Hoang, Finance Budget Analyst, Department of Finance (WebEx)
- Brian Metzker, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

The CalHHS Office of Systems Integration (OSI) requests eight positions and General Fund expenditure authority of \$2.9 million in 2022-23 and \$2.5 million annually thereafter. If approved, the Administration asserts that these positions and resources would allow OSI to realign resources and enhance enterprise-wide capabilities across CalHHS and to improve project delivery outcomes and technical service capabilities, including expansion of technology consulting services and the formation of a Systems Integration Center of Excellence.

Background. OSI procures, manages, and delivers technology systems that support the delivery of health and human services to Californians. OSI manages a portfolio of large, complex information technology (IT) projects, providing project management, oversight, procurement, and support services for these projects and coordinating communication, collaboration, and decision-making among project stakeholders and program sponsors. After the procurement phase, OSI oversees the design, development, governance, and implementation of IT systems that support the administration of health and human services programs in California. OSI currently manages the following projects:

- California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)
- Case Management, Information and Payrolling System II (CMIPS II)
- Child Welfare System/Case Management System (CWS/CMS)
- Child Welfare System-California Automated Response and Engagement System (CWSCARES)
- Electronic Benefit Transfer (EBT)
- Electronic Visit and Verification (EVV) Phase 2
- Statewide Automated Welfare System (SAWS)
- Welfare Data Tracking Implementation Project (WDTIP)

The Office of the Agency Information Officer (OAIO) supports efforts by CalHHS departments and offices to enhance programs through successful delivery of data and technology solutions. Through Portfolio Support, Enterprise Architecture, Information Security, Agency Governance and Horizontal Integration activities, the OAIO provides both operational and strategic services to increase the probability of successful projects while promoting a person-centered culture and a corresponding portfolio of interoperable systems that can share and use data effectively to provide holistic services to Californians in need.

According to CalHHS, OSI has developed project management and technical expertise that would benefit departments and offices that have not acquired their own knowledge nor have time to acquire it. These departments and offices also need on-demand technical resources to implement and support effective and innovative solutions. OSI reports it has met with some CalHHS departments, including EMSA and the California Department of Social Services, to learn about their IT activities and projected needs. OSI seeks to adopt a consulting model to provide resources to support project enterprise and solution architecture, project management and procurement, and to fill skills gaps while building long-term department capabilities through best practices and training.

Staffing and Resource Request. Specifically, OSI requests the following positions and resources in the following categories:

- Project Portfolio Management Support – One Information Technology (IT) Manager I position and two IT Specialist II positions would create actionable tools, templates, and process frameworks to deliver direct project and portfolio management services to CalHHS departments and offices. These services would include Project Approval Lifecycle processes and documentation, IT project delivery, business and requirement analysis, vendor management, and user-centered design.
- Technology Solutions – Two IT Specialist III positions would augment CalHHS' technical skills depth and availability, provide broad insight to IT domains and capabilities in support of enterprise-wide business decisions, provide expertise in data and enterprise architecture, research and design, and technical solution implementation. In addition, OAIO requests General Fund expenditure authority of \$400,000 in 2022-23 to support a contract to augment and support the creation of initial artifacts related to this work, to be housed in the Systems Integration Center of Excellence and made available to all departments and offices.
- Procurement Management – One IT Supervisor II position and one IT Specialist I position would provide expertise in IT procurement management, including establishing a Center for Excellence for contract lifecycle management, performing procurement management to intra-agency initiatives, and assisting CalHHS agency projects and initiatives in complying with control agency mandates.
- Information Security and Shared Services – One IT Specialist II position would provide capacity to complete backlogged implementation of security tools and controls due to the transition to remote work and increased cybersecurity threats and exposures, provide

necessary expertise for cloud migration, and enable the capacity to implement and manage selected enterprise shared services for both OSI and CalHHS.

- Enterprise Portfolio Management – OAIO requests General Fund expenditure authority of \$1 million annually for consulting services to support the collaborative design and development of standard enterprise portfolio management tools and processes available for use by departments and offices.

According to OSI, the requested resources would be supported by a General Fund appropriation, rather than cost recovery or reimbursements from CalHHS departments and offices through interagency agreements, to allow OSI to demonstrate the value of this approach while gradually shifting funding sources.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The Subcommittee may consider asking the panel the following questions:

- Please describe the work that OSI has already engaged in related to this BCP and what specific outcomes for clients can be expected as a result of this work.
- How will the Administration measure effectiveness and success of this initiative specifically? On what time basis will this occur and with what accountability to the Legislature?

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

4300 DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR DDS

ISSUE 4: DIVISION OF COMMUNITY ASSISTANCE AND RESOLUTION (APRIL BCP WITH TBL)

PANEL

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Nancy Bargmann, Director, Department of Developmental Services (in person)
- Pete Cervinka, Chief Deputy Director of Data Analytics and Strategy, Department of Developmental Services (in person)
- Christopher Odneal, Finance Budget Analyst, Department of Finance (in person)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

The Department of Developmental Services (DDS) requests \$4.4 million (\$3.7 million General Fund) and 20 permanent positions for fiscal year 2022-23 and ongoing to establish a new Division of Community Assistance and Resolutions. This request includes \$915,000 for an interagency agreement with the Department of General Services (DGS) to partner on improvements to the state hearings process. Trailer bill language is also proposed for this new effort and the Administration's draft is available at <https://esd.dof.ca.gov/trailer-bill/trailerBill.html>.

Background. The existing fair hearing process was designed to resolve service disputes and disagreements about eligibility for regional center services. It is intended to give individuals (or their representatives) an opportunity to appeal regional center decisions through an impartial party. This process was developed in the 1970s and since then it has not been subject to any significant reforms.

Clients request hearings through their regional centers. However, informal meetings and mediations often resolve issues before a formal hearing is needed. If a hearing is needed, hearings are calendared and conducted by the Office of Administrative Hearings (OAH) within the Department of General Services (DGS) using administrative law judges. Following each hearing, a written decision by the administrative law judge is provided to both the claimant and the regional center. These decisions (de-identified) also are posted on the Internet as a transparency measure and as a tool to assist and inform other claimants and advocates that may have similar issues.

The Administration asserts that DDS has been re-examining the developmental services system's fair hearings process for over a year. The review in part was initiated due to

concerns shared by self-advocates and family members that the current process can be intimidating, difficult to navigate, and experienced as “unfair,” particularly for individuals whose preferred language is not English and/or for whom questioning authority is culturally difficult. DDS is looking comprehensively at due process issues including ease of access, equity, best practices for alternative and informal dispute resolution, hearing processes and timelines, notices of proposed action (NOAs), adequacy of interpretation and translation, training of hearing officers, adequacy of representation in the process, and sufficiency and timeliness of data collected.

According to the Administration, revisions to the fair hearing process will result in due process that is more culturally and linguistically responsive to individuals and families, increase consumer and family awareness, and be more efficient and responsive to the needs of the community. To help inform this concept, DDS engaged the community through six community stakeholder meetings and conducted a consumer survey representing individuals who filed or accessed the fair hearing process within the last two years. DDS also received and discussed an external report prepared by several advocacy organizations regarding the hearing process, which identified several issues of concern including those identified above.

Staffing and Resources Request. DDS asserts that, under this proposal, the new division would enable DDS to improve management of community and whistleblower complaints, reform appeals and state hearings, create an Ombudsperson Office for all programs, and enhance the Department’s resources for quality assurance and risk management in support of critical initiatives that ultimately will enable the quality person-centered individual outcomes that CalHHS, DDS, and stakeholders seek to achieve. These functions would exist in a new division, to be led by a proposed Deputy Director position.

- Ombudsperson Office. The Ombudsperson Office will provide access to neutral-party sources of information and assistance for individuals and families and the ability for DDS to learn about and identify trends for policy and practice changes. Approximately 80 percent of the individuals served through DDS are eligible for Medi-Cal and, with the recent federal approval of CalAIM, a dedicated position to liaison with DHCS is included in this request due to an expected increase in the number of individuals seeking information and assistance. The office will include the following six new positions:
 - 1.0 Career Executive Assignment, Level B, to serve as the DDS Ombudsperson
 - 1.0 Staff Services Manager II to oversee the office
 - 1.0 Staff Services Manager II to serve as a dedicated liaison to Medi-Cal and CalAIM
 - 3.0 Associate Governmental Program Analysts (AGPAs) Fair Hearings and Appeals Section
- Fair Hearings and Appeals Section. DDS seeks to address the activities bulleted below through the work of three new positions: one Staff Services Manager III to lead the section and two Associate Governmental Program Analysts. Funding for five positions for DGS to make changes to the fair hearings conducted by its OAH is included in this request.

- Strengthen opportunities for families and RCs to resolve disagreements informally before moving to formal processes.
 - Develop plain language materials across the system, including NOAs and training materials for consumers, family members, Administrative Law Judges (ALJs), and RC staff.
 - Develop material in threshold languages, including NOAs.
 - Evaluate timelines for requesting hearings and implementation of decisions.
 - Develop an information/helpline to assist families with navigating the process.
 - Provide improved and ongoing training to ALJs that serve as hearing officers.
 - Collaborate with OAH at DGS to establish an advisory board and consumer liaison.
 - Enhance data collection to identify issues and monitor hearing processes.
- Divide the Office of Quality Assurance and Risk Management. The existing single Office of Quality Assurance and Risk Management is proposed to be divided into two respective offices. Both topics have increasing importance as the developmental services system focuses on outcomes. Each office would focus on implementing foundational ongoing work necessary to successfully operationalize recent critical budget and policy initiatives, while continuing to keep their oversight roles separate from program operations. These initiatives depend upon additional data analysis, improvements in the consistency and quality of data across RCs, the establishment of baseline expectations and the identification of gaps, and the transformation of data into information that is useful for improving service delivery.

Additional resources for the Risk Management Office will implement important data collection and analysis enhancements, establish preventive strategies, and meet emerging risk mitigation priorities, including those required in response to findings by the 2019 U.S. OIG report. This includes the OIG report's recommendations to enhance routine linkages of various data sources for more in-depth analysis. The Department also seeks more understandable data visualizations for DDS, RCs, and stakeholders when identifying areas of risk exposure and performance improvement. Resources are needed to measure the impact of recent program enhancements on outcomes. Additionally, the Department is engaging with stakeholders to consider updates to the regulations for required special incident reporting and to clarify and modernize what is reported. The work done by this office will provide fundamental information for the system's efforts to protect the health and safety of individuals receiving services and their families.

For quality assurance, current staff are focused on federal reporting, oversight, and production of NCI surveys, and making sure that reports and appropriate processes are in place. Further, recent investments in the developmental services system, including rate models and rate adjustments, will enable the developmental services system to evolve toward one focused on performance and outcomes at the individual, provider and RC levels. New performance measures for regional RCs, a quality incentive program for providers, the establishment of benchmarks and improvement targets, and investments in service access and equity, must be tracked through new data sources

collected and curated by DDS. The restructured Office of Quality Assurance will be responsible for managing the development of the new Quality Incentive Program. This office will manage all NCI efforts, to include analyzing and using NCI data to inform program activities and policies.

Funding is requested to change the level of the existing Career Executive Assignment A position to Level B over the Office of Risk Management. Additionally, ten new positions are proposed for expanding the time-sensitive work of these offices, as listed below:

- 1.0 Career Executive Assignment B position to head the Office of Quality Assurance
- 2.0 Staff Services Manager IIIs to provide coordinated management over each office
- 7.0 positions dedicated to data collection, measurement, analysis, and presentation:
 - 1.0 Staff Services Manager I, Risk Management
 - 1.0 Research Data Analyst II, Quality Assurance
 - 1.0 Associate Governmental Program Analyst, Quality Assurance
 - 1.0 Research Data Specialist II, to be shared between the two offices to provide data engineering expertise
 - 2.0 Research Data Specialist I, Quality Assurance
 - 1.0 Graphic Designer I

Proposed Trailer Bill Language. The proposed trailer bill language associated with this request, according to the Administration, addresses process challenges for requesting resolutions; updates timeframes and notice requirements; enhances language accessibility; addresses legal representation, administrative law judge training and the conduct of hearings; creates opportunities for additional stakeholder input; and increases the Department's oversight of the hearing process; among other changes. DDS states that the proposed language would clarify processes, equalize legal representation, make changes to timelines and how hearings are conducted, improve language accessibility, and make other associated improvements to the current process.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

Stakeholders have raised significant concerns regarding the DDS complaint, grievance, and resolution-reaching processes over the past few years, with calls for major reforms, and even a shift in departmental responsibility for this adjudication process away from DDS. This proposal from the Administration attempts to respond to concerns and provides an alternative for restructuring and new vision.

Stakeholders are encouraged to carefully review and provide input on the Governor's proposal in this area. The Subcommittee may consider asking the panel the following questions:

- Describe the work that DDS has completed in the past year to re-examine the fair hearings process and why it has chosen to retain responsibility at DDS for these

services, instead of shifting them to another government entity, such as the Department of Social Services.

- Could the new division benefit from an advisory committee, with persons served and family representatives included, that could guide the implementation of these changes?
- How will the department measure the success of the proposed changes, specifically the changes proposed for the fair hearings process?
- How will DDS collaborate with DGS to ensure that the changes made are having the intended effect?
- Has DDS identified any lessons learned during the establishment of the Self-Determination Ombudsperson Office that can inform this hearing restructuring effort?
- In regard to changes to special incident reporting mentioned in the proposal, what specific changes is DDS considering to modernize reporting?

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

ISSUE 5: RESEARCH AND DATA ENHANCEMENTS (APRIL BCP WITH TBL)**PANEL**

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Carla Castañeda, Chief Deputy Director of Operations, Department of Developmental Services (in person)
- Pete Cervinka, Chief Deputy Director of Data Analytics and Strategy, Department of Developmental Services (in person)
- Dr. Vicky Lovell, Chief, Audits and Research, Department of Developmental Services (WebEx)
- Christopher Odneal, Finance Budget Analyst, Department of Finance (in person)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

The Department of Developmental Services requests \$2.5 million (\$2.0 million General Fund) and 19.0 permanent positions in fiscal year 2022-23 and \$3.3 million (\$2.6 million General Fund) ongoing to enhance data collection, analysis, sharing and reporting as well as enable sufficient technical infrastructure support for new and continuing program initiatives that emphasize person-centered outcomes and equitable access and services within the developmental services system. Trailer bill language is also proposed for this new effort and the Administration's draft is available at <https://esd.dof.ca.gov/trailer-bill/trailerBill.html>.

Background. The 2021 Budget Act included a number of new initiatives for DDS that are intended to stabilize and train the workforce, increase provider capacity, improve regional center performance, incentivize quality person-centered outcomes, examine the possibilities for connecting payments to outcomes for certain services, increase service access and equity, and expand employment opportunities. These initiatives are underway now. The Administration states that it has become clear that data-informed policy making, the establishment of performance and quality measures and the need to measure them more frequently, and the need to monitor workforce stability and provider capacity all require an increasing amount of new data on a more rapid frequency than the Department's current capabilities can provide. The Information Technology Division is responsible for all technology solutions implemented supporting DDS' business needs, including all technology-related security, acquisition, user support, application development, project management, network management, and data management. Growth in the Department's programs has increased demands for more timely information to monitor and improve services to consumers and the overall developmental services system.

The Fiscal & Program Research Section (Research Section) within the Research, Evaluation, and Audits Branch was established in 2016 to support accurate, reliable, data-driven decisions and help DDS respond timely to legislative and other requests for information. The Research

Section helps translate decision-makers' needs for information into targeted, timely, and impactful data analysis and reporting. It performs both high-level and in-depth studies of consumers' needs, program impacts, and historical and forecasted changes in populations served. The Research Section's key areas of data analysis and reporting include current and historical insight into equity of service access, implementation of the Self-Determination Program, Early Start caseload trends, the need for and impact of safety net programs and services, and broad support for policy development and evaluation. The Research Section supports all DDS program implementation and oversight, and consults on data availability, new data collection, and development of meaningful, feasible performance and outcome measures.

In support of those investments, there is an increasing need to use timely and more frequent data to understand consumers' goals, establish baselines, set minimum benchmarks, identify gaps in equitable access to services, and develop improvement targets for foundational regional center operations, as well as expectations for the life outcomes of people served. These ongoing functions require continuous quality improvement of systems for collecting, validating, analyzing and sharing data.

Staffing Request. According to the Administration, the requested positions for information technology and research are critical to achieving the transformation to outcome-focused framework based upon accurate, consistent, and quality data.

- Information Technology. A more robust information technology infrastructure with strengthened data integrity and security will enable the data collection, standardization, security, and analysis required to implement and monitor initiatives that include direct support professional training, rate implementation including quality incentives, regional center performance measures, and employment efforts. With these additional requested resources, DDS will achieve an information technology infrastructure that supports data-driven decision-making to meet growing needs. Additional support staff for information technology infrastructure, cloud, and networking is critical due to the Department's integration of legacy and modern technologies and the distributed architecture of the developmental services system.

With the requested positions listed below, the division will be able to support the growing business need for additional data collection, reporting, visualizations, and business intelligence. The following requested positions will increase the division's capacity to work with regional centers to improve data quality and consistency, manage the increased volume of data available for analysis, improve the automation of data extraction and preparation routines, support the increasing demand for custom datamarts, comply with data de-identification responsibilities, and increase the network's capacity to handle the increasing volume of data:

- 1.0 Information Technology Supervisor II (IT Sup II)
 - 5.0 Information Technology Specialist II (ITS II)
 - 3.0 Information Technology Specialist I (ITS I)
- Research. Additional research resources will: enable development of new expertise, capacity, and processes for data collection; work with regional centers to improve data

consistency and integrity; consult with programs to identify the best way to meet ongoing program needs into the future; and enhance effective communication of data and information both internally and to the public, including modeling of program impacts. In addition to supporting policy decision-making and ongoing monitoring and continuous quality assurance, the resources will strengthen transparency, accountability, and collaboration between DDS, regional centers, stakeholders, consumers, and DDS' control agencies. These augmentations ultimately will contribute to expanded life choices and improved outcomes and satisfaction for DDS' consumers. The requested positions listed below will provide the foundation for an outcomes-based system and its monitoring by applying data-supported input to the development of performance and outcome measures, benchmarks, and improvement targets for the new initiatives described above as well as provide easily accessible tracking and reporting of those metrics.

The positions will also result in increased analytical capacity and expertise, design visualizations including internal and external monitoring dashboards, and other user-friendly formats for presenting information about the initiatives; create additional forecasts; utilize purchase of service and other data to monitor implementation and progress; and establish functionality in geographic information systems to analyze and communicate about local barriers to equitable service access, the impact of efforts to reduce those barriers, and whole-person service provision through CalHHS.

- 2.0 Research Data Supervisor II (RD Supv II)
- 1.0 Research Data Specialist III (RDS III)
- 1.0 Research Data Specialist II (RDS II)
- 2.0 Research Data Specialist I (RDS I)
- 3.0 Research Data Analyst II (RDA II)
- 1.0 Staff Services Analyst (SSA)

According to the Administration, the requested positions will support demonstrable improvements in data quality, consistency, and aggregation across regional centers and provide visualizations to inform program and policy decisions. They will consult with program staff leading initiatives regarding data that should be collected, with what frequency, the means to do so, and in what format. On an ongoing basis, they also will increase the availability of quality data, analytical capacity, and expertise, and supply the necessary data structures and environments for further research and analysis, including in the areas of equity, employment, and regional center performance.

The Administration states that the information technology positions are requested to immediately assist with infrastructure, cloud, network, and telework support. Specific deliverables for these new information technology positions will include: drafting and continuously updating documentation appropriate for data stores, such as hardware design, backup strategy, disaster recovery plans, data dictionaries, interface documentation, database structures, servers, and data request processes for program staff. The new positions will work with other Department staff to identify data needs and plan the steps necessary to address them.

Proposed Trailer Bill Language. DDS is also proposing statutory changes along with this funding. The proposed changes would allow the department to collect additional data regarding unemployment insurance claim data. According to the department, understanding not only earnings, but access to and utilization of unemployment benefits, will enable a better understanding of employment program outcomes, inform potential policy changes, and address any gaps in individuals accessing available financial supports. Additionally, the proposed language would make changes to reporting requirements regarding data on children that are served by both the developmental services system and the child welfare system (“dually-served”). The proposed language strikes out the requirement for the Department of Social Services and DDS to submit a joint report to the Legislature with detailed data regarding “dually-served” children and instead post information on their respective department websites. The full text of the proposed changes can be found on the Department of Finance website

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The Subcommittee may consider asking the panel the following questions:

- What are some tangible outcomes for persons served that will result from this research and data enhancement investment?
- What additional information will Regional Centers (RCs) have access to as a result of this proposal and how could this enhance service provision across the 21 RCs?
- Please explain the rationale for the suggested changes regarding the submission of data reports on children served by both the developmental services and child welfare systems. Could the report still be issued jointly and posted on each department’s website?

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

5160 DEPARTMENT OF REHABILITATION (DOR)

APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR DOR

ISSUE 6: DISABILITY INNOVATION FUND – PATHWAYS TO SUCCESS PROGRAM (APRIL BCP)

PANEL

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Joe Xavier, Director, Department of Rehabilitation (WebEx)
- Trung Le, Assistant Deputy Director for Vocational Rehabilitation Employment Division, Department of Rehabilitation (WebEx)
- Jaleel Baker, Finance Budget Analyst, Department of Finance (WebEx)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

DOR requests \$3.7 million in federal fund authority per year for five fiscal years to perform project activities and provide program oversight required under the federal grant Disability Innovation Fund: Pathways to Success Project. It is also requested that provisional language be added to the budget bill to make the grant funds available for encumbrance or expenditure through September 30, 2026, to provide flexibility for the department to expend the funds by the end of the grant period.

The department received a grant award of \$18.4 million from the federal Disability Innovation Fund for this program and is anticipating expending \$3.7 million annually over five years. The grant is funded by the U.S. Department of Education's Rehabilitation Services Administration (RSA) and was awarded on September 28, 2021.

Background. This pilot project targets underrepresented communities and aims to increase competitive integrated employment outcomes, economic self-sufficiency, independence, and inclusion for individuals with disabilities seeking to enter high-wage, high-skill, and high-demand careers, including those in science, technology, engineering, and mathematics (STEM). The unemployment rate of working-age individuals with disabilities continues to be significantly higher than that of individuals without disabilities. The goals, objectives, and outcomes of the Pathways to Success Project include the development and evaluation of a unique Vocational Rehabilitation service delivery model; the use of existing technology tools to support the engagement, progress, and success of program participants; and supports the development of talent for business.

The program is designed to strengthen the connection and coordination between the department and other state agencies, community programs that serve individuals with

disabilities, training entities, employers, and industry associations with the intent of providing a seamless service delivery system focused on career pathway access and success. In the development of the Pathways to Success Project grant application, the department engaged in discussions with the Employment Development Department, Department of Developmental Services, community partners, research universities, and the Labor and Workforce Development Agency to develop and establish a partnership around this proposal. Each state department and engaged partner will provide support to the department through technical assistance, information and referral, business contacts, and cross-referrals, as appropriate.

The use of sector-specialist teams is designed to ensure that participants have their counseling, guidance, training, and employment needs met by a specialist in the specific field that they are interested in pursuing. These teams will effectively engage with businesses and use or develop new work-based learning experiences, internships, apprenticeships, and career-level employment experiences for consumers to maximize competitive integrated employment outcomes and reduce reliance on public benefits.

Staffing Request. The department plans to use the funding to support 10.5 positions over five years using temporary help. According to the department, the positions will provide effective delivery of career pathway services through oversight and coordination of program activities; engage with employers to develop training programs and work experience opportunities in specific industry sectors in or related to STEM occupations; and provide counseling, guidance, rehabilitation services, and support to participants in pursuing their employment goals that lead to career-level jobs. In addition, the grant funds will support agreements with San Diego State University Research Foundation's Interwork Institute, the University of California Los Angeles' Tarjan Center, Stanford Neurodiversity, and other organizations that will further the work of the Pathways to Success Project through project evaluation, technical assistance, and specialized training.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The BCP states that the Project aligns with the Department's goals and objectives of:

- Increasing the number of individuals with significant disabilities becoming employed.
- Increasing the average earnings of persons with disabilities.
- Increasing the percentage of individuals with disabilities who report they are more self-sufficient and independent as a result of receiving community-based services.
- Improving the integration of individuals with disabilities in the community through the provision of educational resources.

The Subcommittee may consider asking the panel the following questions:

- How many individuals are expected to be served by this project and over what timeframe?

- Are the above metrics the outcomes that DOR will be monitoring to measure success?
- How will the results of the effort be communicated with the Legislature?

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

ISSUE 7: OPIOID SETTLEMENTS FUND – INTEGRATING EMPLOYMENT IN RECOVERY PROGRAM (APRIL BCP)**PANEL**

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Joe Xavier, Director, Department of Rehabilitation (WebEx)
- Mark Erlichman, Deputy Director for Vocational Rehabilitation Employment Division, Department of Rehabilitation (WebEx)
- Jaleel Baker, Finance Budget Analyst, Department of Finance (WebEx)
- Sonja Petek, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

Request. DOR requests \$4 million Opioid Settlements Fund (OSF), on a one-time basis, to implement the Integrating Employment in Recovery (IER) Program. The department also requests provisional budget bill language to establish authority for the pilot program and to make this funding available for encumbrance or expenditure through June 30, 2025, to provide flexibility for the department to expend the funding over three years.

Background. This proposal is part of a larger proposal in the Governor's budget, spread across multiple state departments and agencies, to remediate the opioid crisis. The Governor's Budget proposal relies upon two different sets of nationwide settlements. In the first, the Attorney General settled claims against McKinsey in February 2021 related to services it provided to the opioid industry. The 2022 Governor's budget includes \$50 million one-time from the Opioid Settlements Fund from the McKinsey settlement. The second set of settlements arises from numerous lawsuits and investigations brought by states, counties, and cities nationwide against pharmaceutical distributors and manufacturers. Two nationwide settlements have been reached and are close to being finalized. The proposed settlements require the distributors to pay up to \$21 billion over 18 years and Janssen Pharmaceuticals, Inc., to pay up to \$5 billion over no more than 9 years, for a total of up to \$26 billion. California and its cities and counties could receive approximately \$2.2 billion for substance use prevention, harm reduction, treatment, and recovery activities.

The 2022 Governor's Budget includes \$26 million one-time OSF for the Department of Health Care Access and Information (HCAI) to train providers to build out a substance use disorder (SUD) workforce with a focus on opioid treatment, to increase the number of licensed clinicians—including providers focused on addiction—and also provide supportive employment services to people with SUD issues to transition them into ongoing employment. This proposal shifts \$4 million one-time OSF from HCAI to DOR to establish the pilot IER program. \$1.2 million of the requested \$4 million will be used for provider training and the remaining \$2.8 million will be used for employment services.

Through the pilot, DOR will form a team to provide training to the provider workforce on evidence-based practices to serve people with SUD related to opioid use that can be incorporated as a part of holistic recovery. The training will focus on incorporating the full range of vocational rehabilitation (VR) services into treatment delivery as part of a whole-person approach to recovery and developing support for individuals returning to or transitioning into work during and following treatment. Content will include the beneficial impacts of employment on whole-person care, incorporating disability awareness and sensitivity into a SUD recovery framework, effectively connecting to VR and other workforce partners for job retention and placement services, and the need for long-term employment supports.

DOR also proposes to provide employment services in a minimum of four treatment centers and co-locating staff in selected centers treating diverse communities. Services would include employment skill development, job placement, and advocacy for and potential identification of long-term employment supports that people with SUD related to opioid use may require to be successful in the workplace. Employment services would be provided or coordinated by DOR staff through partnerships with behavioral health entities and other community-based organizations providing employment services and would be embedded alongside traditional treatment delivery.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The Subcommittee may consider asking the panel the following questions:

- What is the timeline for program development? When does DOR expect the program to begin operating?
- Does the program include an evaluation component to determine whether this is a potentially successful model for people in recovery? If not, should one be contemplated so that the program could potentially be expanded to other parts of the state?
- DOR is proposing to provide employment services at a minimum of four treatment sites to treat diverse communities. How will those treatment sites be chosen?

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

5180 DEPARTMENT OF SOCIAL SERVICES (DSS)**APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR DSS****ISSUE 8: ELECTRONIC BENEFITS TRANSFER (EBT) FRAUD AND THEFT PREVENTION (APRIL BCP)****PANEL**

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Ryan Gillette, Research, Automation, and Data Division Chief Data Strategist, California Department of Social Services (WebEx)
- Jenean Docter, Finance Budget Analyst, Department of Finance (WebEx)
- Ryan Anderson, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

Request. DSS proposes \$680,000 (\$221,000 General Fund) and four (4.0) permanent positions to monitor, investigate, and support criminal prosecution of EBT theft of public assistance funds at the state level. This proposal is to allow DSS to address the increase in EBT theft in the CalFresh and CalWORKs programs, comply with federal requirements, provide additional oversight and technical assistance to counties, and protect program recipients from being victimized and experiencing loss of benefits.

Background. Currently, DSS has no positions designated to investigate EBT theft or trafficking. There is no law enforcement agency taking the lead on pursuing EBT theft cases, as the state owns, funds, and operates the system that is being targeted. Although county welfare departments in California administer food benefits and cash aid and process replacement benefits, they have no ability to pursue theft occurring outside their jurisdiction. For example, a county welfare department may only be aware of a resident victim in their county, despite a much larger statewide pool of victims being fleeced by the same scam in other counties. In May 2018, the USDA and FNS released the Fraud Framework report recommending states use data analytics to identify and detect potential public assistance theft and fraud.

DSS states that these activities are essential to ensuring that the EBT program is administered effectively and responsibly. Many cardholders may not realize that their benefits have been stolen by a third party until they try to use their card and discover a zero balance. This can be disruptive to cardholders who then need to file paperwork with the county and receive replacement benefits, a process that can take a few days to complete. For especially vulnerable cardholders, this could cause severe hardship if they do not have other sources of income in the interim. By using administrative card data, which is already collected as part of

routine administration of the program, DSS can proactively identify suspicious activity that could indicate third party theft. This can allow cardholders to become aware of theft that may have occurred sooner, giving them more time to seek out replacement benefits, as well as provide information that could lead to the arrest of bad actors who might otherwise go on to commit additional theft.

Recipients of CalFresh and CalWORKs receive their food and cash benefits on EBT cards which can be used at ATMs and point-of-sale (POS) devices throughout the state. For the most recent two state fiscal years, third-party theft of EBT benefits has accounted for an average of \$54,000 per month statewide. Since October 2021, this has risen to \$2-3 million per month. Chapter 319, Statutes of 2012 (Assembly Bill (AB) 2035) and Chapter 712, Statutes of 2018 (AB 2313) requires the State of California to reimburse cash benefits stolen by third party electronic benefits theft. The reimbursements for replacement benefits are paid from the state General Fund. DSS typically budgets EBT theft replacement benefits at approximately \$800,000 annually; however, recent increases in theft exceeded that amount as of October 2021.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The Subcommittee may consider asking the Administration to explain the current policies that support program integrity and how these will be strengthened under the proposal.

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

ISSUE 9: STRENGTHENING EMERGENCY CAPACITY AND CAPABILITIES (APRIL BCP)**PANEL**

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- JR Antablian, Disaster Services Branch Chief, California Department of Social Services (WebEx)
- Jenean Docter, Finance Budget Analyst, Department of Finance (WebEx)
- Ryan Anderson, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

Request. DSS proposes \$2.3 million and 12.0 permanent positions to strengthen disaster services capabilities to respond to and recover from increasingly complex disasters and emergency events. This would support essential mass care and shelter functions for effective disaster planning, response, recovery, and overall day-to-day program support operations. The requested resources will strengthen leadership oversight and administrative functions, expand Field Operations to support three regional areas: Inland, Coastal, and Southern, expand the recovery operations to leverage state and federal disaster assistance and program grant funding opportunities, and augment the disaster services volunteer programs activities.

The requested positions include: one (1.0) Program Manager I (PM I), one (1.0) Staff Services Manager II (SSM II), one (1.0) Staff Services Manager I (SSM I), four (4.0) Associate Governmental Program Analysts (AGPA), one (1.0) Accounting Administrator, and four (4.0) Emergency Services Coordinators.

Background. As the lead department for mass care and shelter, the DSS performs disaster response and recovery activities in accordance with the Department's Administrative Orders, State Emergency Plan, the California Disaster Recovery Framework, and Robert T. Stafford Disaster Relief and Emergency Assistance Act. Furthermore, CalOES may, upon direction of the Governor or under specific disaster situations, assign or "mission task" CDSS responsibilities outside those assigned in the State Emergency Plan and California Disaster Recovery Framework. Over 40 stakeholder state agencies and departments rely on the CDSS to organize disaster planning and response efforts for mass care and shelter, including CalOES. The scale and frequency of recent disasters have highlighted departmental staffing deficiencies when attempting to meet the assigned missions. DSS plays a critical role, not only providing shelter, feeding, financial, and other support, but also in assisting local and tribal government jurisdictions to better prepare for these incidents ahead of time. The current staffing level is insufficient to coordinate the comprehensive functions associated with mass care and shelter response and social services recovery efforts, as well as implement essential requirements to train department staff and local partners, prepare state plans and local guidance documents, and mitigate the impacts to reduce vulnerabilities.

DSS requests additional staffing resources to perform its required emergency response and social services recovery functions. Since 2017, over 636 evacuation shelters providing shelter to 37,603 California residents have been opened across California in response to emergency incidents which include 15 presidentially declared disasters and 70 Governor declared disasters since 2015. Specifically, in the last year 463 shelters were opened and served 17,762 residents. DSS is the lead entity responsible for mass care services to provide life sustaining and human services to the affected population, to include providing hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies. Increasing demand for mass care support before, during, and after disasters has greatly expanded the workload for the DSS. Recent disasters have highlighted the need for DSS to increase its abilities to provide these services at both the state and local levels. Specifically, DSS states that staffing is the number one capability that needs to be increased. DSS is spread thin having to be deployed to multiple counties and local Emergency Operations Centers (EOCs). The DSS also leads the Mass Care and Shelter Task Force (MCSTF) for the State Operations Center (SOC), which requires many components of care and shelter to serve thousands of people per day.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

Utilizing requested resources, the Department intends to complete the following annual tasks:

- Develop and conduct 24 training courses and exercises to internal and external stakeholders. These trainings include: FAST/VEST training, Emergency Management to local mass care coordinators, to focus, with the emphasis, on the whole community outlining the importance of collaboration and coordination among federal, state and local government, tribal governments, non-profit, public, and private sectors.
- Deploy 20 specialized staff to local, state, and federal emergency operation centers to coordinate mass care response and social services recovery operations as well as assist other states/countries with Emergency Management Assistance Compact requests.
- Complete 200 critical shelter facility assessments for local jurisdictions.
- Coordinate and facilitate 24 Mutual Aid Regional Mass Care and Shelter Workshops.
- Work with the counties to help strengthen their ability to respond to mass care and shelter events.

The Subcommittee may want to ask about: (1) the timeframe for achieving the expected outcomes listed above; and, (2) how the Administration arrived at this level of requested staff and explain how many staff these positions are being added to in the baseline budget.

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

ISSUE 10: CHILD AND FAMILY SERVICES ACUTE REVIEW AND RESPONSE (APRIL BCP)**PANEL**

Panelists from the Administration are asked to present briefly on the Governor's April proposal.

- Angie Schwartz, Children and Family Services Division Deputy Director, California Department of Social Services (WebEx)
- Justin Freitas, Principal Program Budget Analyst, Department of Finance (WebEx)
- Ryan Anderson, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

Request. DSS requests two (2.0) permanent positions to review and respond to statewide trends in emergent safety and well-being concerns raised for children in the Child Welfare System, at a cost of \$351,000 (\$257,000 General Fund). Through the process of case reviews and other work related to these oversight responsibilities, DSS has identified trends, including that, in some parts of the state, children under the age of six are experiencing stays in shelters beyond the maximum of six months and that many youth are staying in Short-Term Residential Therapeutic Programs (STRTP) longer than is necessary to meet their treatment needs. The intention is for these dedicated resources to be able to better respond in addressing these trends.

Background. Through the process of case reviews and other work related to these oversight responsibilities, DSS has identified trends, including that, in some parts of the state, children under the age of six are experiencing stays in shelters beyond the maximum of six months and that many youth are staying in Short-Term Residential Therapeutic Programs (STRTP) longer than is necessary to meet their treatment needs. Over the last five years, the Department has redirected significant resources away from critical activities to respond to multiple situations and lawsuits which have spanned multiple counties and regions across the state. Efforts to review and analyze data to support remediation of these situations have required hundreds of staff hours per week over periods of two to six weeks each. These situations have included investigations and responses to patterns of serious violations of the rights of children in foster care and responses to help ensure that children are placed in only safe and licensed settings.

DSS states that it appropriately redirects work to triage in emergency situations. However, these situations have occurred often enough over several years that the need for such redirection is no longer unpredictable. The redirections also do not always offer the level of staffing that would truly be necessary to provide adequate oversight and to additionally conduct proactive analysis. For example, resource limitations may mean only being able to collect raw data that indicates there are serious concerns, but without the ongoing capacity to more fully analyze the implications and nuances of that data or to identify related trends.

Finally, given the regularity of the need for redirections, they also come at the expense of necessary ongoing work of several program areas within the Department.

The mitigation of these concerns requires dedicated staff to complete assignments to investigate and respond to child safety concerns without disrupting other mandated work and decreasing productivity. Additionally, these situations frequently call for the authorization of overtime and expensive last-minute travel authorizations to complete the investigative activities. This proposal would allow the Department to have a dedicated response team that would plan for and manage these situations and also be more able to provide proactive recommendations to maintain child safety throughout California. The proposal would support interactions with high level parties regarding sensitive subject areas and would also mitigate the costs and complications associated with assigning line staff to these activities. The requested resources will be able to detect an issue before it spreads and would use data and case reviews to drive action to direct progressive and equitable child welfare policy. In addition to improving children's lives, the success of this work will also decrease potential liability for California related to the need for such oversight.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The Subcommittee may consider asking for Budget Bill Language to be adopted in conjunction with this proposal requiring an on-going outcomes assessment due at a date certain on an annual basis, starting in 2022-23, tracking progress on the key metrics of shelter stays for children under six and overstays for youth at STRTPs.

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

ISSUE 11: HOME CARE FUND LOAN FORGIVENESS**PANEL**

Panelists from the Administration are asked to present briefly on the Governor's April proposals.

- Kevin Gaines, Community Care Licensing Division Deputy Director, California Department of Social Services (WebEx)
- Hinnaneh Qazi, Principal Program Budget Analyst, Department of Finance (WebEx)
- Jacqueline Barocio, Principal Fiscal and Policy Analyst, Legislative Analyst's Office (in person)

GOVERNOR'S APRIL PROPOSAL

Home Care Fund General Fund Loan Forgiveness (Issue 158)—It is requested that Item 5180 -402 be added to forgive General Fund loan repayments required pursuant to Chapter 790, Statutes of 2013 (AB 1217), in the amount of \$5,681,000.

5180-402—Of the amount loaned pursuant to Health and Safety Code, Article 9, section 1796.47(a), \$5,681,000 will not be required to be repaid.

STAFF COMMENTS AND QUESTIONS FOR THE PANEL

The Legislative Analyst's Office has been in communication with DSS around this issue. The Subcommittee may wish to ask for an update and perspective from the LAO on if the General Fund loan forgiveness is warranted and justified.

Staff Recommendation: Subcommittee staff recommends holding this item open to allow continued discussions in advance of the May Revision.

NON-DISCUSSION ITEMS

0530 CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY (CALHHS)

APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR CALHHS

ISSUE 12: CALHHS TECHNICAL ADJUSTMENTS – APRIL FINANCE LETTER

GOVERNOR’S APRIL PROPOSAL

CalHHS requests the following technical adjustments to its budget:

- *Children and Youth Behavioral Health Initiative.* CalHHS requests the following two adjustments related to the Children and Youth Behavioral Health Initiative:
 - Public Education and Change Campaign – CalHHS requests reappropriation of General Fund expenditure authority of \$25 million approved in the 2021 Budget Act to support the Adverse Childhood Experience Awareness Campaign and Trauma-Informed Training for Educators. These funds would be available for encumbrance and expenditure until June 30, 2025.
 - Subject Matter Expertise and Evaluation – CalHHS requests provisional language to extend the availability of General Fund expenditure authority of \$20 million approved in the 2021 Budget Act, until June 30, 2026.
- *Center for Data Insights and Innovation.* CalHHS requests reimbursement authority of \$600,000 and a reduction of expenditure authority from the Center for Data Insights and Innovation Fund of \$443,000, annually, to account for interagency agreements between the Center and six other CalHHS departments for administration of the Committee for the Protection of Human Subjects.
- *Equity Dashboard.* CalHHS requests reappropriation of General Fund expenditure authority of up to \$3.2 million approved in the 2021 Budget Act for implementation of an Equity Dashboard. These funds would be available for encumbrance and expenditure until June 30, 2023.

Staff Recommendation: Hold open.

4300 DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)**APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR DDS****ISSUE 13: RESOURCES FOR E-SIGNATURE/E-FORMS AND ACCOUNTING SUPPORT (APRIL BCP)****GOVERNOR'S APRIL PROPOSAL**

DDS requests \$436,000 (\$409,000 General Fund) total ongoing and position authority for four (4.0) permanent positions, and consulting resources in 2022-23 (\$300,000) for implementation and maintenance of an electronic forms (e-Forms) and signature (e-Signature) system for the Department to be in compliance with SAM MM 20-07, Electronic Signatures, Electronic Transactions and Electronic Record Management for State Forms. This request includes three (3.0) positions for the Department to maintain current accounting and procurement support related to the Financial Information System for California.

The mission of DDS is to provide leadership that results in quality services to support individuals with IDD in exercising their right to make choices. To accomplish this mission, business functions must be updated periodically to meet changing needs and requirements. The requested resources will allow the successful navigation of a rapidly evolving service delivery landscape, which has been affected by recent events. Building a modernized and adaptable infrastructure that utilizes an e-Forms and e-Signature solution will help to meet the California Health and Human Services Agency (CalHHS) guiding principles of adopting a culture of collaboration and innovation, while also working to meet the California Department of Technology (CDT) Vision 2023 plan goal of using technology to meet society's goals, and make progress on complex problems. Implementing an e-Forms and e-Signature solution will help DDS build a more robust information technology infrastructure, utilizing innovative solutions that support cross-functional collaboration across the organization, and programs. Additionally, fiscal activities are key business functions that impact internal and external customers throughout the state.

The additional resources will improve fiscal accountability and systematic review of financial resources, allowing DDS to maintain and process accounting and procurement transactions and provide programs with up-to-date fiscal data necessary to make decisions. Currently, many processes require the use of paper documents. Manual processes and paper documentation prevent quick adaption to meet changing needs and requirements. This may disrupt the provision of services which could impact individual well-being and safety in emergency situations. Recent disruptive events, including wildfires and the COVID-19 Pandemic, have made it necessary to utilize more flexible and electronic-based solutions across the organization, ensuring continuity of services. Additionally, the implementation of an e-Signature and e-Forms solution is required to meet SAM MM 20-07, "which requires all forms that are designed to be completed by internal or external customers (public or private sector entities) conducting business with the State of California, whether standard (STD) or

agency forms, are available in electronic format. Agencies shall use electronic signatures in place of wet signature unless prohibited by law.” E-Signature and e-Forms provide a more secure method for sharing and signing sensitive documents, bypassing the need for hard copies. Implementing an e-Signature and e-Forms solution is an enterprise-wide effort that will include all business and technical areas across DDS. DDS does not currently have the resources to implement, support, and maintain an e-Signature and e-Forms solution.

The requested resources are needed to implement and maintain the forms and business process improvements. As part of the relocation to the Allenby Building in 2021, ongoing resources were provided supporting a transition from paper and wet signatures to an e-Signature solution to meet paper footprint reduction requirements. This request continues those efforts, allowing DDS to build a robust enterprise-wide e-Signature and e-Forms infrastructure. Utilizing an e-Signature and e-Forms solution allows DDS to support statewide programs, making sure there is continuous delivery of high-quality services for individuals. DDS has business and clinical locations statewide and an e-Signature and e-Forms solution will allow for more timely approval of documents, seamless communications across locations, create an electronic document storage repository, and provide a clear document audit trail. E-Signature and e-Forms solutions will also help facilitate communications with other departments within CalHHS.

The requested permanent position authority for accounting and procurement workload supports efforts to provide timely expenditure, encumbrance, and revenue and reimbursement data on an ongoing basis to management, program areas, and the budget office in order to effectively monitor and manage program expenditures, encumbrances, activities and operations, and closely monitor authority and funding needs, to support mission-critical decisions. DDS has historically absorbed these costs in the temporary help blanket, but the ongoing nature of the workload necessitates permanent position authority.

Staff Recommendation: Hold open.

ISSUE 14: FACILITY CLINICAL SOFTWARE REPLACEMENT AND ELECTRONIC HEALTH RECORD IMPLEMENTATION (APRIL BCP)**GOVERNOR'S APRIL PROPOSAL**

DDS requests \$1.7 million (\$1.5 million General Fund) in 2022-23, \$2.2 million (\$2 million General Fund) in 2023-24, and \$223,000 (\$178,000 General Fund) in 2024-25 and ongoing, to plan for the replacement of clinical software used at its state-operated residential facilities. The requested resources will allow the Department to move through the state required California Department of Technology Project Approval Lifecycle planning for the project.

With the closure of several state-operated developmental centers, a developmental services safety net system was developed to be person-centered, trauma-informed, and to prevent or transition individuals from placements and interventions that are highly restrictive. DDS continues to monitor the changing needs of individuals to develop services that facilitate successful transitions into the community and to develop new programs which may require more coordinated clinical services or medications to support individuals with challenging needs. DDS has identified the following challenges with the current legacy clinical record system:

- Because the current practice is to track an individual's clinical record utilizing a partial electronic and mostly manual process that stores results in a document management system, staff are required to utilize multiple systems to enter information or view an individual's clinical records, which can lead to delayed consumer services and treatments due to incomplete or inaccurate patient information.
- Increased costs from additional tests to determine appropriate medical treatment.
- Difficulty in providing secure telehealth as required by state and federal regulations (42 CFR 410.78).
- The electronic health record (HER) solution selected as a result of this project would provide the necessary clinical software supports to more effectively and fully document the services provided to individuals. Replacing the existing legacy software with a modern, community model-based application would also meet the needs of a wider variety of facility types. Additionally, the EHR solution would make it easier for those facilities that provide direct services to be able to electronically transfer individuals' medical records quickly and securely to other medical providers as necessary, thereby complying with critical interoperability capabilities as identified by the Federal Office of the National Coordinator for Health Information and Technology.

Funding in fiscal year 2022-23 and fiscal year 2023-24 includes two-year limited-term resources equivalent to one (1.0) Staff Services Manager I in the State Operated Facilities Division and two (2.0) IT Specialist II positions in the Information Technology Division. The request also includes \$960,000 GF in fiscal year 2022-23 and \$1.4 million GF in fiscal year 2023-24 to acquire consulting services necessary to complete project planning and preparation activities.

Ongoing funding supports one (1.0) Health Record Technician III and one (1.0) Research Data Analyst I, both in the State Operated Facilities Division, to define and track legal, regulatory, licensing and certification requirements to support clinical functionality, reporting and compliance efforts. DDS determined the number of requested positions based on the California Department of Technology's (CDT) project management best practices and recommendations from CalHHS' Office of Systems Integration. Each new position will perform specific roles and duties on the project as detailed in the attached workload analysis.

Staff Recommendation: Hold open.

5180 DEPARTMENT OF SOCIAL SERVICES (DSS)

APRIL BUDGET PROPOSALS FROM THE ADMINISTRATION FOR DSS**ISSUE 15: COUNTY EXPENSE CLAIM REPORTING INFORMATION SYSTEM (CECRIS) (APRIL BCP)****GOVERNOR'S APRIL PROPOSAL**

DSS requests \$2 million (\$880,000 General Fund in 2022-23; \$713,000 (\$306,000 General Fund) in 2023-24; and four (4.0) two-year limited term positions to support the continued development and maintenance and operation of CECRIS.

This request includes two-year limited-term funding equivalent to 4.0 positions in the Information Systems Division (ISD). The requested resources will allow for continued CECRIS development support, and allow the Project to conduct business analyses for claim validation and the testing of the complex business rules for the two unique claiming processes of the CECRIS solution. In addition, the Project team is requesting \$1.3 million one-time to establish a contract to support a comprehensive implementation of the CECRIS solution used by counties to submit quarterly and monthly claims for reimbursement of administrative costs.

The Department received approval of Special Project Report (SPR) 3 in January 2019, but the Project has suffered delays due to contract limitations and turnover of both state and contract staff, which impacted Project sprint velocity for the past eight months. In modernizing the claiming system, the CECRIS solution was developed leveraging the Microsoft Dynamics 365 platform, which was new technology for this type of solution and required more time and expertise to adapt than anticipated. Since the project has taken longer than originally estimated to complete the entire solution, CDSS, in consultation with CDT, is planning to focus on remaining CEC Administrative Claims development and rollout and in the future submit for a separate project to implement CA 800 Assistance Claims functionality. Hence, the Project will need additional time and funding to continue development and rollout of the remaining CEC Administrative Claim functionality only for the CECRIS solution. The Department identified unspent funds in Fiscal Year (FY) 2018-19 and FY 2019-20, and received approval to extend the available funds to FY 2021-22. The re-allocated funds have been fully expended. As a result, the Project is requesting additional funds to continue the implementation of a complete solution.

Staff Recommendation: Hold open.

ISSUE 16: MIGRATING DATA FROM LEGACY SYSTEMS (APRIL BCP)**GOVERNOR'S APRIL PROPOSAL**

DSS requests \$1,078,000 in contract funds and \$386,000 to fund two (2.0) limited-term positions, to migrate data in existing systems to the new staging relational database. Data will migrate from the Field Automation System, Licensing Information System, Incident and Death Reporting System, Administrator Certification System, Legal Case Tracking System, Facility Credit Card System, Civil Penalty Database, and Foster Family Agency Web Applications. This project was initially funded via a 2019-20 Budget Change Proposal. The resources will expire on June 30, 2022 and the work has not been completed.

In 2019, DSS was approved through a BCP for \$3.75 million to hire IT contractor services to migrate legacy systems data to a staging database and data clean up. DSS was approved for resources to support two (2.0) limited-term positions: one (1.0) ITS II and one (1.0) SSM I. The current vendor contract (approximately \$1.25 million) ends in June 2022. To complete legacy data migration, DSS needs funding for budget year for contractor services and the two (2.0) one-year limited-term positions: one (1.0) SSM I, and one (1.0) ITS II. The staging database and clean data will be moved to the new Facility Management System (FMS), the replacement for legacy CDSS data systems.

Consistent with statutory mandates that charge DSS with the responsibility to license and regulate care facilities in California, Health and Safety Code (H&SC) Sections 1501 (a) and 1596.72 (b) provide that it is the intent of this state to provide a comprehensive, quality system for licensing care facilities to ensure a quality care environment. DSS plans to develop an enterprise data management strategy in alignment with the California Health and Human Agency strategic plan to support improved program interoperability between various licensing programs through data sharing and a data driven decision making approach to increase business efficiency. In addition, DSS plans to deliver this project through an enterprise shared services strategy.

Staff Recommendation: Hold open.

ISSUE 17: REFUGEE PROGRAMS BUREAU OPERATIONS SUPPORT (APRIL BCP)**GOVERNOR'S APRIL PROPOSAL**

DSS proposes \$3.1 million and 18 permanent positions to support the Refugee Resettlement Program and meet increased caseload pressures. The request includes two (2.0) Staff Services Manager II's (SSM II), three (3.0) Staff Services Manager I's (SSM I), twelve (12.0) Associate Governmental Program Analysts (AGPAs), and one (1.0) Attorney III. These positions will support the Refugee Resettlement Programs (RRP) to meet increased caseload pressures associated with providing necessary cash aid, workforce and educational supports, and wraparound services to facilitate successful resettlement and integration of California's newly arrived refugee populations.

DSS assists with the development and implementation of programs and funding initiatives necessary to support immigrant and refugee integration efforts. This is done through services such as cash aid assistance, workforce services, program outreach, community education, social support services, and Refugee Resettlement Services (RSS). The Refugee Cash Assistance (RCA), RSS, RSS Set-Aside, and Unaccompanied Refugee Minors (URM) programs are 100 percent federally funded and provide cash aid assistance, workforce services, social adjustment supports, youth mentoring activities, citizenship and naturalization services, culturally and linguistically appropriate child welfare, foster care, and independent living services to newcomers in the United States who are refugees, Cuban/Haitian entrants, asylees, survivors of human trafficking, non-citizen victims of domestic violence and other serious crimes, or youths granted Special Immigrant Juvenile Status while in the custody of the federal Office of Refugee Resettlement (ORR).

Pursuant to Title 45 Code of Federal Regulations (C.F.R.) Part 400.1 and 400.22, California's RRP must provide for the effective resettlement of refugees and to assist them to achieve economic self-sufficiency as quickly as possible. The state must develop and oversee statewide policies, standards, procedures, and instructions, including the systematic planned examination and evaluation of operations in local offices. Additionally, under Title 45 C.F.R. Part 400.112, California's URM program must provide services that are equivalent to mainstream foster care and emancipation services. States shall provide child welfare services and medical assistance to refugee children according to the state's child welfare standards, practices, and procedures. California must oversee and administer the provision of case planning and management, foster care, medical benefits, mental health services, independent living options, emancipation and supportive housing, educational services, and acculturation training and activities that support cultural preservation.

No additional cost to the state General Fund as these positions are 100 percent federally funded. The DSS will be able to meet federal mandates and expectations to provide high quality RCA, RSS, RSS Set-Aside, and URM program services and supports. The request enables the DSS to take proactive measures to assist newcomers participating in the RCA, RSS, RSS Set-Aside, and URM programs with culturally and linguistically appropriate services and supports. DSS asserts that the request will increase program effectiveness as the

requested resources will be dedicated to track, manage, share, and analyze the critical program information from counties and contracted service providers. The proposal will also increase the required capabilities to support ongoing federal funding for the RCA, RSS, RSS Set-Aside, and URM programs, including sharing and analyzing program data to drive oversight, performance, and ultimately recipient outcomes and provide youth enrolled in the URM program with the same range of services as those available to youth in California's traditional foster care program.

Caseload trends are shown in the table below.

FFY	# National Refugee, SIV, and Afghan HPA Arrivals	# CA Refugee, SIV, and Afghan HPA	% of Arrivals to CA
2017	73,037	12,153	17%
2018	32,721	5,040	15%
2019	37,774	4,787	13%
2020	21,534	4,817	22%
2021	19,864	4,097	21%
2022*	149,000	19,080	14%

*FFY 2022 numbers are projected arrivals. Included in the National number are the 65,000 Refugees and 10,000 SIVs that State Department Bureau of Population, Refugees, and Migration (PRM) has shared and the approximate 74,000 Humanitarian Parolee Afghans who were resettled under Operation Allies Welcome. The CA number is based on PRM's approved capacity for the Reception & Placement and Afghan Placement and Assistance programs.

Staff Recommendation: Hold open.

ISSUE 18: INCREASING SUPPORT FOR CALWORKS PROGRAM INNOVATION (APRIL BCP): REFUGEE PROGRAMS BUREAU OPERATIONS SUPPORT (APRIL BCP)**GOVERNOR'S APRIL PROPOSAL**

DSS requests ongoing resources to support one (1.0) Staff Services Manager II (SSM II), one (1.0) Staff Services Manager I (SSM I), one (1.0) Staff Services Manager I-Specialist (SSM I-Spec), one (1.0) Research Data Specialist I (RDS I), one (1.0) Research Data Analyst II (RDA II), and two (2.0) Associate Governmental Program Analysts (AGPA) to support CalWORKs Outcomes and Accountability Review (Cal-OAR) implementation.

Senate Bill 89 (Chapter 24, Statutes of 2017) established Cal-OAR as a data-driven program management system that facilitates continuous quality improvement of county CalWORKs programs by collecting, analyzing, and disseminating outcomes and best practices. Cal-OAR consists of three core components: performance indicators, a county CalWORKs self-assessment (Cal-CSA), and a CalWORKs system improvement plan (Cal-SIP) as required by the Welfare and Institutions Code 11523. To assist counties with their Cal-CSA and Cal-SIP, the Customer Satisfaction Survey (CSS) was designed to help county welfare departments (CWDs) gather feedback from their clients on how to better serve them. Assembly Bill (AB) 79 (Chapter 11, Statutes of 2020) placed Cal-OAR on a temporary pause for 2020-21. During this time, the CDSS continued to work on Cal-OAR development in anticipation of a July 1, 2021 relaunch. With the passage of AB 135 (Chapter 85, Statutes of 2021) Cal-OAR funding is reinstated for 2021-22 with the first Cal-OAR cycle beginning July 1, 2021 and concluding June 30, 2026. Additionally, the Cal-OAR cycles will be staggered across counties to support implementation based on data available through the CalSAWS and CalWIN systems, slightly impacted by the SAWS migration.

While the Cal-OAR project is sufficiently staffed to support the training, coordination, and tracking of Cal-SIP improvement strategies, Cal-OAR is requesting support for the adjustments made to Cal-OAR as described above; the change to a five-year cycle after the one-year pause, the staggered cycle approach, and the additional support and technical assistance required for counties to fully support the relaunch of Cal-OAR which took place in July of 2021. The staff requested will support these initiatives to ensure Cal-OAR is fully supported on the new five-year cycle. Currently Cal-OAR only has one authorized position within the CalWORKs and Family Resilience Branch.

Staff Recommendation: Hold open.

ISSUE 19: ADDRESSING EXTREME HEAT (APRIL BCP)**GOVERNOR'S APRIL PROPOSAL**

DSS is requesting 4 limited term staff and \$8.5M for a three-year period from the General Fund to implement the Extreme Heat Action Plan in support of California's climate resilience agenda.

DSS will conduct the following activities:

- Enforce Title XXII regulations to ensure that the Community Care Licensing Division (CCLD) licensed facilities remain at safe temperatures for residents and clients.
 - o Utilizes existing resources via annual and bi-annual facility inspections and citations in the event facility temperature is not appropriately set.
- DSS will promote comprehensive education focusing on preventing heat related illness for its licensed residential and childcare facilities.
 - o Utilizes existing resources via Provider Information Notices educating licensees and providing strategies to mitigate heat related illness as well as providing mass notifications during extreme heat events about maintaining appropriate temperatures in both indoor and outdoor settings.
- DSS will incorporate an equity-based approach in preventing heat-related illness in the portions of the state where residential and childcare facilities are most impacted by extreme heat yet lack resources to adequately prevent the impacts. Resources will be prioritized to include, but not be entirely limited to:
 - o licensees and residents/clients/children that primarily use English as a Second Language;
 - o facility locations in areas of the state where seasonal temperatures regularly reach above 90 degrees; and,
 - o where residents and clients are Supplemental Security Income recipients as well as families that are eligible to receive state subsidized childcare.

CCLD will utilize the vast majority of the \$8.5M to with a third party vendor to distribute heat mitigating resources to CCLD licensed providers. A portion of the \$8.5M will be used to pay for the contractor's services. The following resources provided will include, but not be limited to:

- o Generators
- o Modern thermostats
- o Shade structures
- o Other high/low tech means to reduce heat related illness in the indoor and outdoor settings.

Details on the three-year costs are included below:

Personnel	\$1,416,000
Operating Expenses and Equipment	\$7,084,000
Total	\$8,500,000

Staff Recommendation: Hold open.

**PUBLIC COMMENT
(PUBLIC COMMENT WILL BE TAKEN ON ALL ITEMS)**

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